

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘Click here to go to the Internet Exam’ link at the bottom of the bulletin.”

Telecommunications Systems Analyst I & II

Servicewide

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Servicewide Telecommunications Systems Analyst I & II [TSA I & II] examination consists of a Training and Experience evaluation used to evaluate your education, training and experience.

This Training and Experience Evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Telecommunications Systems Analyst Levels: I & II, Task-Based Questions

Instructions:

Using the rating scales provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

More than 3 years

More than 2 years and up to 3 years
More than 1 year and up to 2 years
More than 6 months and up to 1 year
0 to 6 months

Level at which the task was performed

Supervised others on task
Performed task as a lead or trained others on task
Worked independently on task
Worked under direction on or assisted others with task
Not performed

1. Identifying products, equipment, and services available from Master Purchase Contracts and Master Service Agreements to ensure installation of new telecommunications systems or modify existing telecommunications systems.
2. Verifying that telecommunications systems and equipment were installed and necessary services were received to ensure compliance with relevant contracts and federal and State policies, rules, regulations, and codes.
3. Monitoring telecommunications project account information (e.g., client and billing specifics, system type, subscriber sets) to ensure accurate project information.
4. Updating information in appropriate database(s) to track equipment usage and telecommunications systems specifications and monitor equipment and services.
5. Verifying that invoices match approved contracts or purchase orders to ensure reconciliation activities are initiated and vendors are billing for the approved services and amounts.
6. Disputing and reconciling invoices with vendors to resolve discrepancies and ensure proper payment of telecommunications systems, equipment, and services.
7. Developing and maintaining accurate records of telecommunications systems, equipment, and services for future planning and equipment installations using computer programs, existing reports, and filing systems.
8. Reviewing documents using procedures and guidelines, computer software, and technical knowledge to initiate the next phase of the project.
9. Recommending approval of documents using procedures and guidelines, computer software, and technical knowledge to initiate the next phase of the project.
10. Advising clients and providing direction regarding basic equipment standards, equipment technology and advances, compliance with laws, rules, regulations, policies, and warranties to ensure they are knowledgeable on industry standards and current technological options.
11. Evaluating statements of work, project plans, and change orders to determine if scope of work is accurate, complete, consistent with contract requirements, and in accordance with manuals, guidelines, and planning documents.

12. Consulting with management, staff, clients, agencies, and vendors to provide technical information using policies and procedures, State and federal telecommunications regulations, Government Codes, Public Utilities Commission guidelines, and/or the State Administrative Manual rules and regulations.
13. Preparing reports (e.g., monthly accounting, inventory, expiration, license, billing) using computer software and guidelines.
14. Preparing written correspondence to vendors, management, clients, and agencies using computer software to provide information on new policies, procedures, or to respond to inquiries.
15. Collaborating with clients and agencies to ensure issues (e.g., billing inquiries, communications sites, questions regarding equipment acquisitions) are addressed.
16. Creating new database tracking systems using computer software applications.
17. Resolving client issues to ensure operational efficiency and customer satisfaction using knowledge related to telecommunications systems, policies, and procedures.

Section 2: Telecommunications Systems Analyst Levels: I & II, Knowledge, Skill, and Ability Based Questions

Instructions:

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 3 years
- More than 2 years and up to 3 years
- More than 1 year and up to 2 years
- More than 6 months and up to 1 year
- 0 to 6 months

18. Ability to use a variety of computer software applications and programs to set up and edit data (e.g., client user accounts) and complete other assigned work tasks.
19. Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities.
20. Ability to remain calm and perform effectively in high stress situations.

Years of experience

I have applied this knowledge or ability for:

More than 3 years

More than 2 years and up to 3 years

More than 1 year and up to 2 years

More than 6 months and up to 1 year

0 to 6 months

21. Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
22. Ability to act as a liaison between project stakeholders (e.g., local agencies, contractors, utilities, consulting firms, staff, management) for telecommunications related issues and/or projects via telephone, email, and in person.
23. Ability to keep records and schematics and provide status reports of work proposed, in process, or completed.
24. Ability to identify and analyze problems or issues which impact the progress of work (e.g., time constraints, resource limitations, scheduling conflicts) to determine and implement effective course of action.
25. Ability to work independently on projects or assignments with minimal supervision or detailed instructions.
26. Ability to perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages).

Section 3: Telecommunications Systems Analyst Level: II, Task-Based Questions**Instructions:**

Using the rating scales provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

More than 3 years

More than 2 years and up to 3 years

More than 1 year and up to 2 years

More than 6 months and up to 1 year

0 to 6 months

Level at which the task was performed

Supervised others on task

Performed task as a lead or trained others on task

Worked independently on task

Worked under direction on or assisted others with task

Not performed

27. Interpreting and analyzing State and federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual Codes) to determine impact on telecommunications systems and program operations.
28. Setting up telecommunications project accounts, which include information such as client and billing specifics, system types, and subscriber sets, in databases to track telecommunications projects.
29. Verifying the accuracy of cost estimates developed by vendors using Master Purchase Contracts and Master Service Agreements to ensure cost containment.
30. Preparing and submitting telecommunications invoices and reimbursement claims to the Accounting Offices for payment.
31. Evaluating telecommunications systems, prototypes, and proposals with engineers, vendors, and/or clients.
32. Evaluating financial restraints and budget limitations of telecommunications systems, prototypes and proposals with engineers, vendors, or clients to ensure they remain within planned contracts.
33. Analyzing telecommunications systems requirements, costs, and client needs to determine feasibility of projects and to develop system plans.
34. Monitoring work authorization processes to ensure the timely repair, installation, and efficient operation of large scale telecommunications systems.
35. Initiating and coordinating transfer of incoming/outgoing equipment for specific projects with vendors and warehouses to ensure appropriate installation, testing, and/or repair.
36. Performing oversight and risk analysis of projects and deadlines to ensure delivery of services meets operational, scheduling, and budget requirements.
37. Training new staff on various telecommunications systems network information, equipment operations, policies and procedures, and other relevant matters.
38. Leading the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks.
39. Reviewing and evaluating the work of vendors and/or internal staff (e.g., fiscal, engineer) to ensure effectiveness and technical compliance in the resolution of telecommunications service problems.
40. Developing action plans and/or schedules for installation of new telecommunications systems, equipment, and services based on operational needs and project management methods and tools, input from management, and vendors.

41. Coordinating the installation of new telecommunications systems, equipment, and services based on operational needs and project management methods and tools, input from management, and vendors to ensure adherence to action plans and/or schedules.
42. Consulting and coordinating with technical staff, engineers, and stakeholders to discuss existing and potential telecommunications systems, equipment, projects, or deadlines.

Section 4: Telecommunications Systems Analyst Levels: II, Knowledge, Skill, and Ability Based Questions

Instructions:

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 3 years
- More than 2 years and up to 3 years
- More than 1 year and up to 2 years
- More than 6 months and up to 1 year
- 0 to 6 months

43. Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
44. Knowledge of the design, uses, and functions of telecommunications equipment (e.g. radios, microwave, private branch exchange) in order to verify equipment and complete other work related tasks.
45. Knowledge of project management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
46. Ability to monitor telecommunications projects to ensure they remain within contract budgets and to ensure appropriate equipment and services were received in a timely manner.
47. Ability to use computers to collect, transfer, and program data in complex telecommunications equipment and systems.

48. Ability to provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objectives/expectations are met.
49. Ability to write technical and detailed documents (e.g., reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.
50. Ability to explain policies, procedures, rules, and/or regulations in writing to employees, the public, and government agencies.